
 <b>Corrections and Community Supervision</b>  <b>DIRECTIVE</b>	TITLE  <b>Functions of the Division of Ministerial, Family &amp; Volunteer Services</b>		NO. 4200
			DATE 09/28/2023
SUPERSEDES DIR #4200 Dtd. 12/04/19	DISTRIBUTION A B	PAGES PAGE 1 OF 4	DATE LAST REVISED
REFERENCES (Include but are not limited to) ACA Expected Practices 5-ACI-5E-01, 5-ACI-5E-09, 5-ACI-7F-03, 5-ACI-7F-04, 2-CO-5E-01, 2-CO-5E-02; Dir. #4013, #4201, #4202, #4206, #4500. #4750	APPROVING AUTHORITY  		

- I. **PURPOSE:** To set forth the mission and internal organization of the Division of Ministerial, Family & Volunteer Services.
- II. **MISSION:** The mission of the Division is to:
  - A. Enable incarcerated individuals, with the assistance of paid staff, contractors, and community volunteers, to practice their religious faith and fulfill their religious obligations in accordance with Directive #4202, "Religious Programs and Practices," the Religious Calendar, and the provisions of the U.S. Constitution guaranteeing all citizens the right to free exercise of their religion.
  - B. Contribute to the mission of the Department of Corrections and Community Supervision (DOCCS) in returning to the community men and women who have begun their rehabilitation and are better equipped for reintegration as responsible members of society.  
  
 These goals shall be met through the scheduling of worship services and other religious activities, including religious education and pastoral counseling that responds to the mandates of the respective faith communities, the expected practices of the American Correctional Association (ACA), and applicable law, consistent with the safe and secure operation of a correctional facility.
  - C. Provide services which support the presence of families as a means of affecting positive change in the lives of incarcerated individuals. These services may include crisis intervention, counseling, and parent education.  
  
 Aid the incarcerated individual with their re-entry process through the facilitation of workshops, mentoring, and linkages to community-based agencies.
  - D. Extend pastoral services to Departmental staff and their families as circumstances warrant.
  - E. Provide a variety of services to the incarcerated individuals, their families, and staff through volunteers from the local communities, as well as paid volunteers from community agencies. This will assist incarcerated individuals to better prepare for the transition from prison to the community through program opportunities made possible by the efforts of volunteers and Chaplains.
- III. **INTERNAL ORGANIZATION:** A Director oversees the Division under the direction of the Assistant Commissioner for Program Services. The Director is assisted by the Assistant Director for Ministerial Services, Ministerial Program Coordinators (MPCs), the Assistant Director of Family and Volunteer Services, Regional Coordinators of Correctional Volunteer Services (RCCVS), and the Coordinator of Family Services.

For organizational purposes, the distinction is made between Ministerial Services and Family and Volunteer Services, although the two are often integral to one another. The primary function of Ministerial Services is to oversee those activities of the Division involving Chaplains and their services to the religious needs of incarcerated individuals (see Directives #4202, "Religious Programs and Practices," #4013, "Incarcerated Individual Deaths-Administrative Responsibility," and #4206, "Notification of Death or Grave Illness of Incarcerated Individual Family Members").

Family Services are those activities undertaken specifically to enable the development and/or maintenance of the incarcerated individuals' family relationships (see Directives #4500, "Family Reunion Program," and #4201, "Marriage During Confinement").

Volunteer Services enlists and incorporates community volunteers into a wide-range of program areas, for example: religious services, parenting education, self-help, educational, recreational, and the arts (See Directive #4750, "Volunteer Services Program").

- A. Ministerial Services: The Director, together with the Assistant Director for Ministerial Services, provides direction for and supervision of Ministerial Services. Their responsibility is to ensure that incarcerated individuals are given the opportunity to exercise their constitutional right to practice a chosen faith. They are assisted in meeting this responsibility by the following:
1. Facility Chaplain: Chaplains may be assigned to multiple facilities. In addition to their particular faith, all Chaplains are responsible for the pastoral care for the entire incarcerated individual population as well as for staff. They also provide spiritual guidance, religious activities, recruitment of volunteers, pastoral counseling, religious education for particular faith groups, and help supervise volunteers and volunteer programs as directed. Chaplains report directly to the Deputy Superintendent for Program Services (DSP).
  2. Coordinating Chaplain: One or more of the Facility Chaplains are selected by the DSP, or the equivalent, and are assigned the responsibility for coordination of the total facility religious program and related administrative tasks. This responsibility is carried out in consultation among the Facility Chaplains and the Director of Ministerial, Family & Volunteer Services. Under direction from Central Office, the Coordinating Chaplains are responsible for meeting the needs of incarcerated individuals who ascribe to emerging religious faiths. To carry out their responsibilities, the Coordinating Chaplains meet regularly with the DSP. The Coordinating Chaplains do not supervise other Chaplains, but coordinate religious programs and activities in collaboration with other Chaplains.
  3. Ministerial Program Coordinator (MPC): The MPC serves as a liaison between Central Office and the field. Although they will come from various faith groups, this will not be identified as a faith specific position. The MPC will be the contact person for multiple faith groups. The MPC will be assigned to specific Hubs and special assignments, and will assist with facilitating trainings and Hub meetings. The MPC will be expected to participate in site visits, assist with monitoring facility compliance with the directives, and provide assistance with coming into compliance when needed. The MPC will also respond to correspondence as needed. The MPC will be responsible for helping to increase volunteer recruitment for all faith groups but particularly for the emerging faith groups.

4. In emergency situations such as the serious illness or death of an incarcerated individual, incarcerated individual's relative, or disturbance at the facility, Chaplains are required to make appropriate responses in accordance with the Departmental directives and/or facility policies.
- B. Family Services: The Director, together with the Assistant Director of Family and Volunteer Services, provide direction for and supervision of activities and programs specifically designed to foster, enrich, and sustain positive family and community relationships and to better prepare incarcerated individuals for the transition from prison to the community. They are assisted in this responsibility by the following:
1. Coordinator of Family Services assists with the development and oversight of the following programs:
    - a. Visitor Hospitality Centers: Enclosed areas adjacent or close to facilities in which incarcerated individual visitors are received. Centers provide shelter, sanitation facilities, waiting areas before and after visiting hours, storage for personal belongings, and facility and public service information. Centers are staffed through contract by non-profit organizations. Oversight is provided by the DSP and the Coordinator of Family Services.
    - b. Family Reunion Program: This program provides incarcerated individuals with the opportunity for extended family visits on facility grounds. For each Family Reunion site there is an Offender Rehabilitation Coordinator (ORC) who is responsible for the administration of the program and is accountable to the Superintendent of the facility as well as to the Coordinator of Family Services (see Directive #4500, "Family Reunion Program").
    - c. Program component of contracted family services programs, such as the Nursery Program and Parenting Programs, which may include tele-visits.
  2. Supervising Offender Rehabilitation Coordinator (SORC): Under the supervision of the Coordinator of Family Services, the SORC in Central Office will process Family Reunion Program applications and assist with the oversight of:
    - a. Family Counseling and Education Programs: In addition to formalized family counseling, there are opportunities provided by Family Services staff for incarcerated individuals and/or family members to enhance family unity by learning, or improving upon ways to be responsible parents, spouses, and children. These opportunities may include parent education classes, family issue groups, peer support groups, and structured parent/child activities. This component of the Family Services Program is developed in consultation with appropriate Division staff.
    - b. Facilitation of training related to Family Services.
    - c. Monitoring contract providers for compliance.
  3. Offender Rehabilitation Coordinator (ORC), under the supervision of the SORC in Central Office, will conduct reviews of Family Reunion Program applications.
- C. Volunteer Services: The Director, together with the Assistant Director of Family and Volunteer Services, provides direction to the Supervisor Correctional Facility Volunteer Services (SCFVS) and programs.

The programs consist of activities specifically designed to promote the involvement of responsible community persons to provide services and programs to incarcerated individuals and their families.

1. RCCVS, under the direction of the Assistant Director of Family and Volunteer Services, provide policy direction and are program consultants to the SCFVS, facility staff, and community groups and organizations. They are also responsible for developing and monitoring volunteer programs in their regions.
2. SCFVS, under the direction of the DSP, with assistance from the RCCVS, recruits and orients community persons, staff, and incarcerated individuals to work as volunteers in a correctional setting.

**IV. ORGANIZATION CHART:** The following chart depicts the make-up of Central Office staff only, within the Division of Ministerial, Family and Volunteer Services:

